

Huddle briefing notes: 29 April 2020

Staffing levels:

Scheduling:

Schedule 2 PIL from 07:00 – 20:00 closing when not required. (rushes at 07/08, 15-20)

Use the second PIL as proactive enforcement , increase trunk checks.

Schedule PIL 11 with PIL 10 as the buffer lane.

Scheduling 091 additional to the evergreen Master, the Supt making contact to advise EE of 091 leave to input notes in the POEMS cell(s) ie; Covid (or 091) – notified XXX123(with your UserId).

Additional Items:

Reach out to WDBL – Chris Tremblay to have signage changed to “OPEN” so all traffic will go to either lane. Our commercial clients should know to go to PIL 11 for any line release entries.

EE attributes – Blais & Money to update POEMS attributes for personnel who are able to process refugees. Expectation is to use more current/knowledgeable personnel or hold the claimants until Days arrive. This is to maintain file integrity and avoid duplication of work.

Agency is working on plans for our recovery process when we begin to increase personnel presence and full shifts again. Discussion of EAP availability and assistance with some anticipated issues.

Enforcement – Money will take the lead on increasing proactive activities such as the trunk checks. We can also make plans with DDM Hardy for K-9 presence to rove during peak traffic periods.



Windsor Tunnel Team Huddle – May 5, 2020

Attendance

A. Nguyen – Director	J. Seguin – Admin Supt
C. Bradford – Chief	P. Gougeon – Admin Supt
C. Hudec – Chief	C. Jovanovic – Supt
T. Pace – Supt	B. Vanloo – A/Supt
G. Tousignant - Supt	
	Minutes – C. Hudec

Discussion Topic	Notes	Action
Midnight Schedule	<ul style="list-style-type: none">Reviewed midnight numbers and confirmed sufficient staffing.Clarified that discretionary leave including vacation 'trumps' 091 leave. Discussions with officers on night shift have occurred and this is not expected to happen on a regular basis.Supts are to use discretion when deciding whether or not to pull someone off 091 and have them report to the POE if an officer needs to leave towards the end of their shift. Ex. 0200 hrs can be treated differently than 0400 hrs.	
South Building Schedule	<ul style="list-style-type: none">After discussion, it was decided to use only "PIL", "SEC" or "CASH" coding in POEMS. This will replace using "SBLD", "IRPA", "TCO"Officers are expected to be available to perform all functions when coded as "SEC".Schedule in POEMS can be created up to 7 days in advance. Seguin stated that this is not burdensome since there are very few leave requests or shift changes occurring.Two lanes will always be scheduled in POEMS with Lane 11 being the primary lane. Lane 10 is to be used during peak times or when traffic backs up. If Lane 12 is needed, a third lane can be opened to clear traffic (this isn't anticipated but we have that option).The officer scheduled Lane 10 is responsible for monitoring traffic flow to determine if opening is required. Supts to monitor as well.Random enforcement is encouraged including projects on the line. Two successful past projects referenced.	Supts to brief officers on meaning of "SEC"
Saving Schedules in POEMS	<ul style="list-style-type: none">Folder to save schedules including the tracker has been moved in Apollo from 03. Windsor Tunnel District (WTD) Management to 02. Windsor Tunnel District (WTD) Management Support and Administration. The approved national Apollo structure is intended for only permanent Supts to have access to "03".Suggested a short cut be put in as some officers have it bookmarked (follow up with Gouge – too difficult in putting in	Gougeon to send link to new location in Apollo



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	shortcut so new link will be sent. Officers will need to re-bookmark).	
South Building Overhead Signs	<ul style="list-style-type: none"> Overhead signs are still reading "Commercial/NEXUS" and "Open/NEXUS" Gougeon contacted Jeff Mile from Tunnel Corp but has not heard back as of this meeting. 	Gougeon to follow up with Tunnel Corp
Administration Staff Duties	<ul style="list-style-type: none"> Question were raised regarding role of support staff (AS01, CR04) at the POE including stocking of supplies including paper and gloves on main floor. Decided that most of this should be done by the officers but clarification of admin roles and responsibilities will be discussed further. When supplies need to be ordered, an email to the admin support staff is required with a cc to at least one Chief as S32 is required prior to order being placed. 	Senior Management to discuss Admin roles and responsibilities
Disgruntled Employees (Minority)	<ul style="list-style-type: none"> Discussion over rumours that some employees not happy about hospitality lunches (stemming from some midnight staff who felt they were not included to the extent of day shift employees). Determined that this is a minority of people and after discussing with the union they are pleased with management. 	
Eventual Return of 6990 Employees	<ul style="list-style-type: none"> Discussions regarding potential treatment of 6990 employees returning once pandemic is over. Management to be mindful of employees frustrations but to make sure employees are being respectful if any conversations/confrontations occur. 	
Tunnel Construction Night Closures	<ul style="list-style-type: none"> Construction company proceeding with two upcoming closures to complete ceiling replacement. No staff will be reallocated to the Bridge due to COVID. Night staff have requested coming into work and remaining in the South Building in anticipation of opening lanes at 0500 (vs staying home on 091 until 0500). Supts will review schedule and determine appropriate shift start time. <i>Closures are scheduled for May 14/2020 and May 21/2020</i> 	Supts to review schedule and determine start time for staff.
Shift Premiums (6690 vs 091)	<ul style="list-style-type: none"> Seguin has had to educate employees on use of shift premiums. No shift premiums are to be used during 6990 blocks. Ex. If an EE has 6990 at the start of shift for child care followed up with 091 for the remainder of their shift, they can only claim premiums during the time they were available to work (091) 	Supts to advise if asked by BSOs impacted
Issues with PIL 2	<ul style="list-style-type: none"> Continued frustration with PIL 2 and overhead signage not working. Company has been called several times but when they are here 	Continue to monitor



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	<p>to investigate it seems to always work fine.</p> <ul style="list-style-type: none"> Gouge indicated there is a problem with the linkage between the sign and keypad. Officers are flipping the breaker when it says error but they are not exiting the booth to see what the overhead sign reads. Suggestion is to flip the breaker – give it time – key again. 	
Summer Bid	<ul style="list-style-type: none"> Scheduled for Friday May 15, 2020 	<p>Senior Management to send reminder to staff</p>



Windsor Tunnel Team Huddle – May 19, 2020

Attendance

A. Nguyen – Director	T. Pace – Supt
C. Bradford – Chief	B. Blais – Supt
J. Michaelis – Chief	C. Jovanovic – Supt
C. Hudec – Chief	J. Seguin – Supt
G. Tousignant - Supt	
	Minutes – C. Hudec

Discussion Topic	Notes	Action
PSPM	<ul style="list-style-type: none">Current extension until June 30, 2020. Make sure you are continuing to complete. For those struggling to find time, 'off-setting' yourself and working in the North Building is an option.Discussion of cancelling 091 for those who cannot complete within shortened shift.	
Hospitality	<ul style="list-style-type: none">Another allotment for May has been approved.Coffee/dessert will be purchased for officers	Michaelis will follow up contacting local businesses
Midnight Closure	<ul style="list-style-type: none">Closures are to continue until at least June 11 (Monday – Thursday)	
Travellers	<ul style="list-style-type: none">Noticeable increase in traffic during 1600-1700 hour. Definite 3rd line needed to process. Staff are starting to see it back up into the Tunnel. Continue to monitor 091 and pull back if need.Possible reductions in volumes due to free tolls at Bridge for Healthcare providers.	
PHAC	<ul style="list-style-type: none">PHAC team scheduled to tour Tunnel site this weekFollow up information on May 20th provided – PHAC team will be here on Friday May 22nd to tour site/meet Mgmt teamOffice space to be provided to dedicated team working onsite.	Hudec to find suitable office space for PHAC
Marina Enforcement	<ul style="list-style-type: none">Marina site visits will continue over the next few weeks with Marina's opening.Clarification was provided related to confusing wording on an email regarding marina status. Blais clarified that designated marinas are not losing their status.An to reach out to other Districts to enquire about enforcement – policies/procedures.Follow up – An confirmed that Ft. Erie & Niagara are both enforcing non-reports. The first offence would be \$0 penalty but still completed in ICES. The second offence would be \$1000.Superintendent contacts if clarification/questions required: Joseph Doneff – Niagara Ryan Belic – Fort Erie	Nguyen to follow up with other Districts on Enforcement Blais to brief DET



Windsor Tunnel Team Huddle – May 19, 2020

Refusals	<ul style="list-style-type: none">Team is trying to find consistency is applying QA.Discussion regarding those travellers with PR applications in process who ONLY have a residence in Canada should be considered for entry.For cases where someone has been denied entry and they return with further supporting documentation etc and it is determined they can proceed in.Consultation with Lisa Simpson from Programs confirmed a 44 Report is not required. BSOs can create another examination case and complete the entry. This does not create another UCI.	Michaelis to send out Annex B bulletin to all staff (Determining whether entry will be permitted)
Work Permits	<ul style="list-style-type: none">We are processing work permits but only for those where there is an immediate need. If someone is starting a job in September, it can wait and they can return at a later date.	
SRTs/Shift Events	<ul style="list-style-type: none">All SRTs need to have an associated Shift Event entered in POEMS.Include as much detail as possible as we have been asked to clarify situations at a later date and follow up may be required.	
091	<ul style="list-style-type: none">Concern the tracker may not be accurate. Team suggested Gougeon reviewOn a few occasions, 091 was retracted and BSOs were not notified prior to their shift.	Gougeon to look at Tracker



Windsor Tunnel Team Huddle – May 26, 2020

Attendance

A. Nguyen – Director	S. McNeil – A/Supt
C. Hudec – Chief	K. Ihuwan – A/Supt
M. Fummerton – A/Supt	M. Sanford – Supt
P. Gougeon – Admin Supt	
	Minutes – C. Hudec

Discussion Topic	Notes	Action
Traffic Volumes	<ul style="list-style-type: none">Continuing to monitor volumes. Noticeable reduction a few days last week – suspected due to free tolls at Ambassador Bridge.	List any follow up action required
Marine Patrols	<ul style="list-style-type: none">Continue with local marine patrols. If boarding vessel must have small vessel rummage course. If just doing checks from land this is not required.If no DET on, other officers can be used for patrols (no need to wait until they are on shift).<i>**Update from Ops Call May 27th – RDG would like daily presence at marinas. This will decrease 091 on schedule. Director to send out reporting template to be completed by BSOs assigned to marine. These are to be completed by BSOs when return to POE and sent to Chiefs.</i>	Marine reporting template to be distributed to staff assigned to Marine.
Bridge Assignment	<ul style="list-style-type: none">Four employees responded to the request for volunteers call letter to assist at the Ambassador BridgeFummerton, Duguay, McIlhargey, Davies all to report to the Bridge on June 1, 2020	Schedule to be amended, EEs Zew'd over to Bridge in SP
Staffing Changes	<ul style="list-style-type: none">Fummerton and Vanloo conclude assignments as A/Supts. (thanks to both!)Tweedle concludes assignment as A/ChiefSeguin to begin A/Chief Assignment Thursday May 28thGougeon to assume full Admin Supt dutiesDET & Immigration Supt roles will be temporarily suspended and Supts will be included in regular operation rotation schedule.	
Staffing/Enforcement	<ul style="list-style-type: none">Suggestion made to pull back some 091 and increase staffing levels slightly	
Staffing/6990	<ul style="list-style-type: none">Questions regarding staff who were listed as 6990 on the schedule but who are now showing available to work in Shift Planning.Unless otherwise communicated, all staff who have been on long term 6990 will remain until further notice. All staff are only	



Windsor Tunnel Team Huddle – May 26, 2020

	being extended in SP two weeks at a time on HRs request since situation is considered 'fluid'. <ul style="list-style-type: none">• Current extensions in SP runs until May 29th but will be extended.	
Border Wait Times	<ul style="list-style-type: none">• POE is constantly getting email request from Programs to have BWT updated in system.• Suggestion made going forward that the day Supt will update the BWT at the start of each shift.	



Windsor Tunnel Team Huddle – May 26, 2020

Attendance

A Nguyen – Director	T Pace – Supt
C Bradford – Chief	D Money – Supt
C Hudec - Chief	B Vanloo – A/Supt
J Seguin – A/Chief	B Blais – Supt
	Minutes – C Hudec

Discussion Topic	Notes	Action
Marine Patrols	<ul style="list-style-type: none">National initiative to ramp up land patrols at marinas. Historically enforcement was not encouraged – this has changed. HQ is working on a template to be completed by officers. MSOC looking for a narrative each day.D Jackson/Intel requesting officers make trip(s) out to Boblo Island.	Template will be shared with staff when received
Traffic	<ul style="list-style-type: none">Volumes seem steady so far this week (approx. 950 vehicles/day). Increased automotive travellers may be offsetting decrease in Health Care who are crossing at the Bridge due to free tolls	
JLP	<ul style="list-style-type: none">Joint Learning Program sessions are being scheduled for staff and managers. Max participants per session is 15 (via conference call)June 10, June 17 confirmed dates with more to comePurpose is to discuss employees on 6990 returning to the workplace. Participants will include staff on 091, 6990, union members and management.	
Superintendent Schedule	<ul style="list-style-type: none">With addition of Money to the wheel, all previously approved shift changes will be reversed.	



Windsor Tunnel Team Huddle – May 5, 2020

Attendance

A Nguyen – Director	B Blais – Supt
J Michaelis – Chief	T Pace – Supt
C Hudec – Chief	G Tousignant – Supt
J Seguin – A/Chief	C Jovanovic – Supt
	Minutes – C Hudec

Discussion Topic	Notes	Action
Order in Council	<ul style="list-style-type: none">New OIC expected early next week. Amendment will include provision for family members.Unsure what definition of “family” will be at this point. Expect people challenging to get across.	
PHAC	<ul style="list-style-type: none">On site for a few days but not active at this point so please do not refer BSOs to them for guidance.Expected team of two members to be on site for at least one year covering both the Tunnel and Bridge.OSH & CIU actively engaged in determining placement in building and safety requirements.	
Peaceful Protests	<ul style="list-style-type: none">Thursday June 4 – WPS on plaza monitoring for possible protesters looking to disrupt traffic.Next Weekend (June 13) planned “Make America Great Again” boat parade in support of President Trump.Projected number of boats has been reduced from 10,000 to 4,000.Concern over possible clash of this protest and peaceful protests as it ends in Downtown Detroit.WPS/OPP/RCMP will all be out monitoring waters.	
Hospitality	<ul style="list-style-type: none">Another \$500 is being allotted to Tunnel for hospitality.Looking for ideas from Supts on how to spend money (send suggestions to Julie)Suggestions include Costco cake/ice cream/sports drinks etcUp to an additional \$200 is available for National Public Service Week. BBQ was suggested.	
Staffing/Retirement	<ul style="list-style-type: none">Assets were handed in this week.	
Shared Custody Agreements	<ul style="list-style-type: none">Reminder that if US Citizen attends the POE and has a copy of custody agreement they are allowed to enter Canada to deliver child to guardian.All others can meet and exchange children in Secondary.New OIC should address issue and provide clarification.	



Windsor Tunnel Team Huddle – June 8, 2020

Attendance

A Nguyen – Director	P Gougeon – Admin Supt
C Bradford – Chief	S McNeil – A/Supt
C Hudec – Chief	M Sanford – Supt
J Seguin – A/Chief	K Boisvert – Supt
J Tweedle – Supt	
	Minutes – C Hudec

Discussion Topic	Notes	Action
White Board	<ul style="list-style-type: none">Question over whiteboard message at bottom of stairs on morning of June 8thMessage was changed overnight – requesting information on who made change. No discipline suggested, just seeking to educate people on appropriateness in this climateReminder that this is for positive messages only	
New OIC	<ul style="list-style-type: none">New OIC 13&14 to be implemented on June 8 at 2359 hrsSee shift bulletin for guidelines and scenariosReminder from RDG that we can use discretion if someone attempts to cross POE slightly prior to 2359 hrsIncreased phone calls already being noticed causing frustration.Scale back 091 leave as a result to help with questionsDiscussed assigning someone to phones	
Tunnel Closure	<ul style="list-style-type: none">Tunnel will be closed at 2100 hrs for construction on Thursday June 11th. This may be the last/second last closure before finished.Height restriction will be lifted allowing charter bus to cross once travel restriction is lifted	
PPE	<ul style="list-style-type: none">Make sure inventory count is completed and accurate for SB and Lower NB Sunday & Wednesday overnight"Chair Graveyard" room has been cleaned and organized. Any PPE removed must be notated on spreadsheet on wall.Inventory is being monitored closely by Ottawa for all POEs	
General Supplies	<ul style="list-style-type: none">General supplies are often running low in SBSuggestion made once a week for overnight Supt to create a list of what is needed and bring a cart over to restock.	
Appreciation for Cleaners	<ul style="list-style-type: none">CBSA Staff has contributed to buy cleaning staff lunch on Tuesday June 9th in appreciation of their hard workSandwiches will be delivered to the SB during the day shift	
Marine	<ul style="list-style-type: none">Patrols are to continue dailyStressed importance of completing and submitting daily reports.Reports are to be saved in Apollo under 01. Windsor Tunnel District (WTD) Operations -> 05. WTD Marine Operations -> Marine Reports -> 2020. (RDG would like to be able to review)	



Windsor Tunnel Team Huddle – June 8, 2020

	<ul style="list-style-type: none">• Discussion of allowing entry to deliver boats reviewed as several Canadians have boats in US. Canadians enter by right but foreign nationals must be a professional captain and must have a contract from the owner. (See shift briefing <i>Marine Mode Enhanced Measures</i> – updated June 1, 2020)• K9 Vehicle being repaired today (air conditioner) and is scheduled for cleaning on Thursday June 11th.	
PHAC	<ul style="list-style-type: none">• Elana/Patricia remain on site – Two new PHAC staff started today• Do not brief out PHAC role/process/procedures to staff until meeting with OSH committee occurs on Wednesday June 10th• Still looking for space on site for team to work. Discussed EIOD room or office on Immigration side of NB. Desk would need to be removed and stored and tables brought in.	



Windsor Tunnel Team Huddle – June 12, 2020

Attendance

A Nguyen - Director	K Ihuwan – A/Supt
J Seguin – A/Chief	M Sanford – Supt
C Hudec – Chief	J Tweedle – Supt
S McNeil – A/Supt	
	Minutes – C Hudec

Discussion Topic	Notes	Action
Staffing	<ul style="list-style-type: none">Kingston Ihuwan has accepted a permanent Superintendent position at the TunnelA formal announcement will be made once the notice is posted	
PHAC	<ul style="list-style-type: none">TableTop exercise meeting held with PHAC staff today to discuss process/procedures/roles/responsibilitiesSupts can now start briefing staff that PHAC is onsite and hoping to be operational in the next couple of weeks	McNeil to discuss with Blais possible scenarios Tweedle to follow up with Security
Marine	<ul style="list-style-type: none">Several calls from boaters questioning process of bringing boat from US to Canadian marinas.Bulletin made its way to MPs office without CBSA knowledge stating that US Captains can pilot Canadian boats over to our marinas.***As of 16:30 this practice will be allowed provided the regional process is followed <p>SEE UPDATED BRIEFING SENT 16:37 TO MGMT TEAM</p>	
6690 / Leave (Not for discussion with staff)	<ul style="list-style-type: none">Forms are coming from HR for those on 6990. They will need to attest that there is nothing that CBSA can do to get them to return to work.No determination for what consequence is for those who refuse to signWaiting for direction on annual leave. Some employees are asking to cancel vacation since things are still closed. As of now employees are still expected to use their vacation in the year it's earned	



Windsor Tunnel Team Huddle – June 12, 2020

091	<ul style="list-style-type: none">• POEMS - Make sure employees are being contacted regarding 091 leave and a comment is made as to whether or not the EE has been contacted and put in your User ID• We are still having issues with BSOs not being notified in advance	
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Windsor Tunnel Team Huddle – June 17, 2020

Attendance

A Nguyen - Director	S McNeil - Supt
C Hudec – Chief	J Tweedle - Supt
P Gougeon – Admin Supt	
K Boisvert – Supt	PHAC members in attendance for part of the meeting
	Minutes – C Hudec

Discussion Topic	Notes	Action
PHAC	<ul style="list-style-type: none">• Introduction of “Lisa” assigned to Windsor area as a Screening Officer (SO) with an environmental health background.• Clinical Screening Officer (CSO) – this a new role. These are people who have a medical background (ex. Nurse)• Quarantine Officers (QOs) – these are able to issue orders, request medical assessments etc. These will not be physically stationed at land borders.• PHAC Compliance & Enforcement Unit – responsible for working with RCMP and local Agencies.• If you have any concerns regarding travellers who may not comply, bring to the attention of SO or CSO and they can have file flagged for follow up.• If people change quarantine locations, addresses can be changed in the system to reflect new location.• Reminder to team that in OIC10 S.6 under exemptions, CBSA has the final determination on entry. PHAC is used for guidance• Discussed various situations including... **If a health care professional goes to the US for non-worked related reasons (“to play”) – they MUST quarantine for 14 days when they return**• PHAC is currently setting up a local governance structure to be shared with CBSA when completed.• Reminder that Diplomats <u>are not</u> exempt	
EIOD Attendance	<ul style="list-style-type: none">• Concern raised by officers regarding EIOD not attending 56 bottle seizure at POE• An to gather more information and contact EIOD as this seemed to meet thresholds	An to reach out to EIOD to discuss
Marine	<ul style="list-style-type: none">• Tunnel has committed to increased enforcement• Reminder for everyone to record importations in newly created tab in Log Books.• James and Blais dedicated Supts to handle contacting client and coordinating boats coming in. If either of them are not in, any Supt to assist.• Clients are contacting Regional Programs who filter paperwork to	



Windsor Tunnel Team Huddle – June 17, 2020


	<p>POE for review and action.</p> <ul style="list-style-type: none">• Canadians can hire US Captains – must provide contact to CBSA.• Dedicated marine staff will meet the captain at the agreed upon marina.• Many boats have been issued E29Bs for years – push to have vessel imported. Marine team working on identifying those who need to import to increase compliance within district.	
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Windsor Tunnel Team Huddle – June 23, 2020

Attendance

A Nguyen - Director	M Sanford - Supt
J Seguin – A/Chief	J Tweedle - Supt
C Hudec – Chief	P Gougeon – Admin Supt
K Ihuwan – Supt	
	Minutes – C Hudec

Discussion Topic	Notes	Action
Marine – Jobbie Nooner	<ul style="list-style-type: none">Event to take place this Friday June 26, 2020Three marine teams (two BSOs) have been assembledEIOD (Intel) is the lead on eventConcern over Canadians needing to quarantine when returning from event.	An waiting for more information to brief managers
PMAs	<ul style="list-style-type: none">Supts are to contact EEs home on 6990 to discuss PMA (suggested they are contacted on what would have been their day to work)Complete form provided by PSPM (emailed to managers on June 23rd). <i>District deadline of June 30th still in place.</i>Forward completed form (below) to _____ and the employee's PMA will be closed by the PSPM team.  <p>Acknowledgement of 2019-20 Year-end</p>	
Traffic	<ul style="list-style-type: none">Traffic numbers are up (over 1300/day)Noticeable increase of direct backs due to MI being 'open'Continue to manage 091 leave. Gougeon will ensure continuation of pre-scheduling 091. Agreed upon numbers:<ul style="list-style-type: none">DAYS - 6 Traffic + 1 TCO + 1 CASHMIDS – 4 Traffic + 2 MarineAFTERS – 8 TrafficNIGHTS – 5 Traffic	
CAN –Arrive App	<ul style="list-style-type: none">Pilot project to assist with COVID contact-tracing to occur at the Tunnel.One lane will be dedicated to project (may need to adjust staff accordingly if lane needs to be maned).Waiting to hear more information including start date from HQ.	



Windsor Tunnel Team Huddle – June 23, 2020

Daily Stats	<ul style="list-style-type: none">Daily stats are not being done on a regular basisRegional Programs has contacted us to advise there are no stats for May. In reviewing spreadsheet there have been no entries since April 15th.This was previously assigned to the night cashier. Supt to complete or assign to midnight BSO.Spreadsheet located in Apollo here: <p><u>Daily Stats Sheet</u></p>	
PPE Inventory	<ul style="list-style-type: none">Regional Programs is only interested in FULL cases/boxes/bottles of anything PPE related.The only PPE inventory that needs to be counted is the South Building supply room.Inventory should be entered on the PPE Tracking Sheet in Apollo Sunday & Wednesday overnight.Any PPE taken from the upstairs storage room must be notated on the spreadsheet on the wall. Please carry all totals down across the entire line. <p><u>PPE Tracking Sheet</u></p>	



Windsor Tunnel Team Huddle – June 25, 2020

Attendance

An Nguyen – Director	Brian Blais – Superintendent
Chris Hudec – Chief	Paul Gougeon – Superintendent
Jeff Seguin – A/Chief	Gerry Tousignant – Superintendent
Tom Pace – Superintendent	
	Meeting Minutes

Discussion Topic	Notes	Action
PHAC Briefing/OIC 14	<ul style="list-style-type: none">Discussion about what constitutes "immediate family". Adult children apparently do not. Discussion about family of refugee applicants. Inconsistent application among BSOs/Supts of OIC.An stated that application of OIC should not be so rigid/heavy handed.	An - Follow up with task force re: adult FN children
FN with PR Applications Living in Canada	<ul style="list-style-type: none">Tom identified potential trend of FN, PR applicants whose primary residence is in Canada who do not have a residence in the U.S. How are they handled under the COVID restrictions?Visitor records should be issued and entry allowed.	None
Marine Teams	<ul style="list-style-type: none">An indicated that we are going to be increasing the number of marine teams.Brian stated that there's too many hands in the pot and not enough accountability. Marine reports are not getting done. Recommended that the DET Supt be re-instated.Brian can work with James to create a DET Supt schedule	Chiefs – decide on marine team members Brian/James – create DET Supt Schedule



Windsor Tunnel Team Huddle – August 6, 2020

Attendance

E Beck – A/Director	C Jovanovic - Supt
J Michaelis – Chief	T Pace - Supt
C Hudec – Chief	G Tousignant
D Money - Supt	
	Minutes – C Hudec

Discussion Topic	Notes	Action
Shift Briefings	<ul style="list-style-type: none">Concern by BSO(s) that they are not getting the most up to date information regarding the OICs.One BSO stated she based a decision on old/outdated informationMake sure regular briefings are occurringEmails/docs will be sent directly to BSOs when possible so they have reference material in their email.	Chiefs/Director to start sending briefings from Programs Directly to BSOs when appropriate
EHP	<ul style="list-style-type: none">DD met with Union to discuss – no real concernsSuggested that better communication to BSOs needed when asked about numbers on the floor.Incident this past weekend where staffing looked heavy in the morning and Supts were questioned. No afternoon EEs were scheduled due to Holiday-Off requests so tight during commuter hour (BSOs don't know whole story)Be creative wrt distancing - Option exists to tell one or two BSOs to leave area but be available (relocate to dock, North Building, sit outside etc).Discussion regarding BSOs who are called in from 091 and spontaneously state they are sick and cannot return. EEs should be calling in sick as soon as they feel unwell.Consultation with LR indicated that if an officer claims they became sick just before the call (ie Migraine) they should not be charged 2100 for the whole shift.	Supts to be mindful of numbers on the floor and manage accordingly Supts to brief out expectations with respect to 091 and letting Supt know when sick by calling into the POE during 091 time
Returning BSOs	<ul style="list-style-type: none">A few BSOs are interested in returning to POE in some capacity (2-3 currently)PACE created an information binder with all latest briefings so returning BSOs have current information. Farrah to create multiple binders to have on handIf anyone can think of work let Chiefs know to distribute	
Schedule	<ul style="list-style-type: none">With increasing traffic and fewer EEs on shift, BSO lunches can return to ½ blocks when building schedulesIf we have sufficient numbers we can tell them to take extra time but it won't be reflected in POEMS	



Windsor Tunnel Team Huddle – August 21, 2020

Attendance

E Beck – A/Director	J Tweedle – Superintendent
C Bradford – Chief	G Tousignant – Superintendent
J Michaelis – Chief	P Gougeon – Admin Superintendent
C Hudec – Chief	B Blais – Superintendent
	Minutes – C Hudec

Discussion Topic	Notes	Action
Ambassador Bridge Construction	<ul style="list-style-type: none">Construction has started to replace railings on the US side of the Bridge reducing traffic to two lanes. Once this is completed, they will begin work on Canadian side.Project is expected to take one full year.Tunnel may see uptick in traffic as backups occur and wait times increase.	Monitor Tunnel volumes to determine required staffing levels
Ambassador Bridge Assignments	<ul style="list-style-type: none">Reminder to assist Bridge at all times with staffing.Do not advise OCC that they must exhaust their OT lists prior to requesting help from Tunnel. There should be no full shifts of 091 if they need assistance.Unsure at this time what assistance will be needed in September but we anticipate it to continue. Assignment request will go out to all staff looking for volunteers.CIU understands that if Tunnel does not do everything it can to help, BSOs will be shifted to the Bridge permanently.Continue to send BSOs based on seniority (except Aucoin – temporarily)	Gougeon to send out seniority list to be posted in Supts office for easy reference Director to solicit assignment requests for Bridge
Attestations	<ul style="list-style-type: none">Process of getting BSOs off 699 leave and back to work has started.Attestations have been issued with a deadline to return of August 24th. If not returned, a phone call will follow by August 31st.Binders have been created by PACE with all latest updated OICs and relevant information returning BSOs will need. Do not assign them to answer phones until they have had a chance to review legislation and feel comfortable. Make sure returning BSOs are aware of the scenario handout as these are important to review when answering phones. <i>Binders are located in the SB cash office – cabinet next to gloves</i>Continue to come up with ideas of work that can be downloaded to BSOs (creating of OT lists, Immigration work etc.).	Send any work ideas for returning BSOs to Chiefs/Director
Assessments	<ul style="list-style-type: none">Assessment lists have been updated in Apollo. All Supts have nine direct reports.	Update work objectives in



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	<ul style="list-style-type: none"> Work objectives have been sent to all managers. Make sure you correct/update information in PSPM before you sign off. 	PSPM prior to signing
091 Leave	<ul style="list-style-type: none"> Returning BSOs who resume FULL DUTIES are to be averaged into the 091 tracker and are eligible for leave. BSOs working in the opposite building and away from the public may be entitled to some but not the same amounts. Beck to discuss with CIU on how to handle. Reminder – Purpose of EHP is for social distancing as well as the increase stress of dealing with public during COVID. 	Director to discuss with CIU on how to allocated 091 to those not performing full duties
699 Leave BSOs	<ul style="list-style-type: none"> Monitor any negative comments regarding BSOs who are off including the term "COVID Cowards". Remind staff that negative comments will not be tolerated. Concern when BSOs return incidents of harassment may occur. Discussed calling in EAP to present/meet with officers. <i>Notate any comments you make to BSOs regarding attitude/comments towards returning BSOs with a date in case a formal harassment is filed in the future. We need to document everything.</i> CIU is concerned about officers stress levels/anxiety. 	Director to reach out to Morganstein about coming to Tunnel to s/w staff.
Schedule	<ul style="list-style-type: none"> Only create the daily schedule <u>three</u> days in advance. There are too many changes to make if it's built too many days ahead. Resume creating OT lists and save in Apollo. Continue to schedule one person in IRPA. If two are on the same shift, split the time (1/2 day each). IRPA person seems to be the busiest person on shift. Make sure others are doing their fair share of the work. Spend time in the GO/outside monitoring. 	
Shift Briefings	<ul style="list-style-type: none"> Director/Chiefs to disseminate information from Regional HQ directly to BSOs when appropriate. This way they have the information for future reference. Continue with verbal briefings as these can facilitate discussion/best practices etc. 	
South vs North Building Health & Safety Concerns	<ul style="list-style-type: none"> Suggestion made to move back to the North Building. Issues discussed included number of cells, need for four lanes at times, RFID readers, refugee processing, potential increase of traffic due to students returning (continue to monitor and discuss). Suggested run a pilot of one NEXUS lane (#10) between 1500 – 1800 to help clear backups during commuter hours. Will need to engage Tunnel Corp to put some type of delineators down. Midnights - If serious incident occurs, we can call Tunnel Corp and stop traffic for short period of time due to reduced staff numbers. During this time we can relocate to the North Building 	Seguin to meet with OHS to discuss options (North vs South)



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	<ul style="list-style-type: none">if required (ex – need for cells, refugee processing etc).• Discussion of whether or not we need to have two lanes open on midnights on North side• Instance has occurred when midnight staff has requested last minute vacation in the middle of the shift dropping staffing below minimums. ALL discretionary leave will be reviewed based on numbers. <i>(Scenario - BSO requests vacation at 4 am. They will be told that once the 091 BSO has been contacted <u>AND</u> has reported for work, they may leave).</i>	Director to consult with CIU/OHS regarding two officers at PIL on midnights when working in NB
Child Drop Off	<ul style="list-style-type: none">• Concern over "child drop off" congesting Secondary. Suggested start using Bus Lane to line cars up going back. This will clear up secondary for PHAC referrals/enforcement etc.• Sunday & Friday are still the busiest days. OICs do allow for parents to come into Canada under exemption.• BSOs can start educating travellers that as long as they possess their Custody Agreement, they may proceed inland. All others must continue to drop off onsite.• <i>Note – some parents may prefer to drop off/pick up at Tunnel. This process will still be allowed and may be more convenient. We are only offering this as an alternative if desired.</i>	BSOs can start educating parents that if they have the Custody Agreement in hand they may proceed into Canada.
North Building PIL Signage	<ul style="list-style-type: none">• When we migrate to North Building for the day there are always issues with the PIL signage – they don't seem to work.• Do not touch laptop in Supts office. Each time this is done it needs to be reprogrammed. Only Donna Krisko or Paul Gougeon should be using laptop.• Walk up to PIL and use keypad in booth.• Concern that Supts/BSOs keep getting "Error" message. Gougeon to monitor.	Gougeon to send email to all Supts regarding PIL signage / laptop



Windsor Tunnel Team Huddle – Oct 8 & 9, 2020

Attendance

E Beck – A/Director	T Pace – Superintendent
C Bradford – Chief	K Ihuwan – Superintendent
J Michaelis – Chief	P Gougeon – Superintendent
C Hudec – Chief	M Sanford – Superintendent
G Tousignant	
J Tweedle	Minutes – C Hudec

Discussion Topic	Notes	Action
Shift Briefings	<ul style="list-style-type: none">Officers raising issues around lack of briefings. They would prefer to have them more often.If PHAC onsite they may be able to participate to help answer questions.	
IRPA/Counter Schedule	<ul style="list-style-type: none">When building schedules, if there are no IRPA staff on, schedule BSOs who do not normally work IRPA.This will give staff a chance to become familiar with processes when it's not too busy. Make sure they are getting the required support and guidance so it's not overwhelming.IRPA staff are the busiest right now and we want to make sure the work is being fairly distributed.	
Midnight Stats	<ul style="list-style-type: none">These are not being completed by the midnight Superintendent.Lack of midnight cashier who tallied is the apparent issue – along with BSOs throwing E67s in garbageGoing forward, all E67s are to be collected and entered in ApolloThese are then entered into the ORA by clerical	HUDEDEC to send email to all staff reminding to keep 67s
Travellers Entering (OICs)	<ul style="list-style-type: none">Frustrated staff regarding travellers entering without quarantine plans.CCs enter by right. If clear patter of non-compliance, raise to PHAC attention via Compliance & Enforcement Unit. CBSA will not deny entry.FNs – if a clear pattern of non-compliance has been observed via travel history, they can be refused entry. Reminder – there may be times that a traveller intended to stay but needed to return to the US for work/emergency etc. This should be taken into consideration before denying entry.	



Windsor Tunnel Team Huddle – DEC 15, 2020

Attendance

E. Beck – A/Director	D. Gault - Supt
J. Seguin – A/Chief	K. Ihuwan - Supt
J. Michaelis – Chief	K. Boisvert - Supt
C. Hudec – Chief	P. Gougeon – Admin Supt
T. Pace – Supt	
	Minutes – C. Hudec

Discussion Topic	Notes	Action
First COVID Positive/Other potential cases	<ul style="list-style-type: none">Tunnel had it's first COVID positive case – all went well due to being prepared. Excellent communication between management and staff helped to avoid hysteria.Second potential case did not go as well. Some staff felt like they were not briefed properly (management keeping "secrets") Ex. NB closed down for cleaning so all staff were working out of the SB for the day. Day shift came in and were not briefed on why they were moved.Staff are to be briefed regularly. If we don't provide a full picture of what's going on, BSOs will fill in the blanks with potentially inaccurate information.	Supts to brief on consistent basis so staff feel informed.
Christmas Schedule	<ul style="list-style-type: none">North Building is to be closed until January 4th.Continued support of Ambassador Bridge will continue on this date (new assignments commence)December 23rd is the last day we will send people over to assist.	
Training	<ul style="list-style-type: none">Commercial training for first group was completed (B Off-site)Second training session began in second fl boardroom (two of four days completed) before CIU put in a complaint.All face-to-face training temporarily halted until further notice.Long term plan is to have every SOR BSO trained in Commercial.AQs are to continue depending on weather.Issue with Tilston – not allowed in to use bathroom facilities.	
CATIII	<ul style="list-style-type: none">CATIIIs have continued.If scheduled out of town and BSO has issue, they can choose to wait.Family Dr. is also an option.May be a need for BSOs to take own vehicle if too many scheduled on same day.	
IRCC Letters	<ul style="list-style-type: none">Reminder to be careful to make sure letters are only being used once (for one-time letters).Recent case of someone using the same letter six times even though it clearly states it's to be used one time.	
091 Leave	<ul style="list-style-type: none">Supts are to revert to old 091 schedule while working out of one building.	

April 3, 2019

Superintendent Meeting Notes

Attending

Allard, Bacon, Ballermann, Beck, Boismier, Coughlin, Chumko, Desrameaux, Godard, Griffith, Kale, Lukaniuk, Michaelis, Robinson, Younes

Announcements

- PMAs - Great job. We've made excellent progress.

Discussion

- Lost paperwork and documents with personal information on them
- The Union has made a complaint so we will look into the correct number of times this has happened
- Do we need a new lockbox or system for delivery of paperwork?
 - Conesus was no, we just need to clean up the system we use
 - Perhaps lock the OCC door at night
 - Lock the supply cabinets?
 - Take better care of personal objects

Roundtable Issues / Questions

- Convoys and FAST trucks
 - Do we have an unofficial approved list we should add them to?
 - Yes
 - SOP allows for BSO discretion – they don't need to be convoyed down
- Options to reduce the need / time taken to convoy vehicles with the construction on Huron Church?
 - Explore the GPS tracking system we tested previously
 - Order seals – put them on here and be removed at the Offsite
- Completion of Superintendent's office
 - April 8 – painting
 - April 9 – Floors

- Get IT to move equipment
- Outstanding Time Sheets
 - OCC is working on it
- With Bridge company staff diverting trucks by closing off HC exit and getting into yelling matches with truck drivers, what is our role if there is an altercation between the Bridge co. employees and drivers?
 - We will look into it

Management meeting 13NOV2019

Attendance:

S. Waugh	J. Morgan
B. Lucier	M. Mailloux
J. Percy	J. Cornwall
L. Desramaux	C. Chumko
J. Gilmore	T. O'Toole
L. Coughlin	D. Boismier
J. Miuccio	G. Robinson
O. Abouzeeni	A. Prinsen

Chief Gilmore

Administrative tasks

- Sharing the wealth
- Mid Years – Reminder to claim employees on assessment lists
 - Add\Release and notify employees

New OCC binder to keep track of events

- Projects
- Holidaying Off
- Staffing of the Barge
- Staffing # - lane counts for E\C and planned projects
- Welcome input , designed to be Quick and Easy

Mileage\Timesheet\Travel Claims

- Reminder to use Timesheet verification reports in POEMS
- Verify for accuracy
- Very information in the claims such as Cost Centres
- OT worked at different locations need to be reflected in Cost Centres

Shift Briefing Notes

- There is no 3rd support staff
- OCC Superintendents will be the Primary contact for Briefing Notes
- Floor Superintendent will be responsible for updating during the day if necessary

Training and Learning

- Tasks will be downloaded to Superintendents for online training for BSOs on assessment list
- Accountable for own officers on list, Goal will be 100% but a minimum will be 98% due to some officers being on long term leave.

Joe Miuccio, Lisa Coughlin, Andrew Prinsen and Mike Mailloux will be responsible to brief the other members of their wheels as to expectations for training and learning.

End of January, all staff should be up to date with all training and Superintendents are expected to stay on top of courses that need to be completed every 1-3 years.

MSS – Learning – Learning Activities – Indirect Subordinate - * name of BSO

Chief Boismier

E-gate fixes

- Speaker in lane #2
- Will monitor see how it works as improvement were made
- Continue to write concerns in the binder
- Working on a drive thru style system,

Scale at warehouse

- Looking to procure a 4x4 scale for large products such as tobacco

Closing the Loop

- Traffic went live on the 12th of November all staff seem to be remembering to sign in and close their loops
- Comm Ops to go live on the 18th, issued coming up about officers in 4540 having access to Secondary Processing being addressed

Chief Lucier

Wellness Committee

- Looking for expressions of interest from Supts and Officers
- Way of consistently making the day better
- Employee driven but supported by management

Overturned Port seizures will be directed back to the assessing Superintendent for discussion with the BSO. Lisa Coughlin asked if there will be equal feedback if Seizure is upheld.

Radio training - only 25 staff left, mostly Superintendents

- Radios go live on 25th of November
-

Joe Miuccio

- Let OCC know about closing lines , more communication between Floor Supts and OCC.

Minutes from MGMT meeting on 20NOV2019 at 1300 hrs.

Sydney:

OHS – changes in membership. Fred and Klassen are stepping down from the committee, Fitzpatrick to follow shortly. Moroz will remain. Union will put forth names for replacement. Employer reps will be Kale, McMahon and Farrell. Minutes from last meeting will be distributed shortly.

Closing the loop in Comm-Ops. Prinsen says all going relatively smoothly. Feedback is being collected from BSOs

Vehicle fleet scheduled to be getting winter tires installed in the next few weeks.

Sydney still working with procurement about new / chairs for commercial onsite.

*Officer thigh holster broke while on duty. 2 back up thigh holsters are on order and will arrive shortly. Sydney will follow up with instructions and procedures to issue thigh holster if necessary.

Jeff:

Re-iterating that all sups are responsible for ensuring that their reports are completing on line training as required. Please see or email Jeff with any questions.

All superintendents are asked to spend some time in both secure corridor and e-gate areas to gain an understanding of how those programs operate.

In Secure Corridor, drivers and carriers are pre-approved for the program. A more streamlined process is being put in place for Chrysler drivers, so the expectation is more volume in that lane. The drivers are to have no personal declaration, no co-drivers, and no pets. The first area of SC will scan the driver's face, the fast card, the plate, and the load information. The 1st green light is not a release, it is only clearance to move forward. Once at the second light tower, a green light indicates the driver and load are released, an amber light indicated that the driver is to proceed to commercial secondary, and a red light indicated the driver is to stay and await further instruction. All drivers and carriers should be aware of this process.

This week, a driver proceeded through the second set of lights (which was indicating a red) which is considered a port run.

All sups must understand the SC process in order to deal with this possible port runner and gather further information as to whether it was a misunderstanding on the driver's part, or if a port run did indeed occur, and therefore enforcement action should be taken.

Bonnie:

4 calls were made to inland enforcement in the past 10 days, including and after-hours call on a Sunday. This is not to occur. Inland is not to be contacted to consult on POE cases. Inland and hearings officers are not available for BSO POE case guidance.

Tami:

If an e-gate BSO states that the screen is too dark for them to properly see plates, please check resolution on the screen before calling IT for assistance.

Ian:

For all sup awareness, a load that had entered Canada via a container ship and was only supposed to transit through Canada en-route to the US which contains wood from Austria is expected to be refused entry to the US. This load is NOT destined for Canada and will have no release when it ends up back here (presumably Thursday November 21, 2019). It is expected that it will be convoyed to the offsite, and then to a fumigation facility, before being returned to US customs. Ian has been in contact with the Austrian consulate on the matter and intends to ensure all staff and sups at the offsite are aware of the situation. Staffing levels at the offsite on Thursday will allow for an officer to convoy the load.

Joe:

New minister being announced today. Possible implications in regards to VSSA schedules and collective bargaining.

Expect to see many people touring the Ambassador Bridge, as there have been many staffing changes at the senior management level, and there is a lot of national interest in the Ambassador Bridge, particularly with respect to the Secure Corridor and E-gate operations.

We are hopeful that we will begin staffing the second nexus lane shortly, without the outside bso providing the "support" role.

- US Thanksgiving and Black Friday coming up next week. Traffic volumes expected to increase on Wednesday ahead of the holiday.

Northbound Huron Line construction appears to be wrapping up, and expected to be open shortly.